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CENTRAL FAX CENTER Metcalf 09/617,156 filed July 17, 2000

MAY 11 2006

**Independent 'System' Claim:**

Claim 1. A system for expediting scheduled-customer visitations and ordered-deliverables transactions among a network of expedited service areas, comprising:

a community or multiplicity of computer-networked physical venues each having at least one designated expedited service area (ESA), wherein at least one of each of said ESAs is sized to accommodate scheduled-customer visitations and is associated by proximity to at least one of said venues being located within, adjacent to, or near to, the venue(s);

computer and software routines for communicating data pertaining to scheduled-customer ESA visitations, and for communicating availability status data and transaction data pertaining to at least one deliverable, via a communications link with a large-scale computer network to data storing and managing means, wherein, said deliverable(s) is selected from one or more of the group consisting of products, goods, merchandise, services and activities;

browser apparatus having a communications link with said large-scale computer network and said data storing and managing means, and equipped with software routines for browsing and ordering among representations of said deliverable(s);

computer and software routines (i) for accessing said availability status data and said transaction data pertaining to said at least one deliverable(s), (ii) for storing, updating and querying chronological data pertaining to scheduled and schedulable ESA-customer events, and (iii) for sequencing and scheduling customer visitations among said network of ESAs based on said availability status data, said transaction data, said chronological data and in accordance with at least one time-saving criterion, wherein said at least one time-saving criterion is selected from any one or more of the group consisting of:

scheduling an ESA visitation nearest to one or more other scheduled ESA visitations, scheduling ESA visitation(s) requiring the least amount of customer time, scheduling ESA visitation(s) best accommodating customers' preferred visitation schedule(s), scheduling ESA visitation(s) at best-available ESA visitation times, scheduling ESA visitation(s) at off-peak times, scheduling ESA visitation(s) to ESAs which are staffed to accommodate a known flow-rate of scheduled customers, scheduling ESA visitations when availability of said deliverable(s) is guaranteed, scheduling ESA visitation(s) nearest to a scheduled vehicle stopping location, scheduling ESA visitation(s) which facilitate navigation of a customer to one or more scheduled ESA visitations by use of a transmitted itinerary, scheduling ESA visitation(s) which facilitate navigation of a customer to one or more scheduled ESA visitations by use of Global Positioning System (GPS) means, scheduling visitation(s) at ESAs equipped with electronic verification apparatus which automatically verify a scheduled ESA customer's identification and one or more transaction parameters pertaining to the customer's ordered deliverable(s), scheduling visitation(s) to ESA(s) having ordered deliverable(s) which have been pre-paid and thereby require no financial transaction procedure, scheduling ESA visitations which accommodate customer requested break(s) by automatically re-adjusting one or more post-break ESA visitations in a time-saving manner, and consolidating online ordering of a plurality of deliverables which can optionally be delivered to a location such as a home or a business into a single online invoice.

Note: If needed, any one or more of the 'time-saving criteria' of the preceding Markush clause (last paragraph above) can alternatively be written into one or more dependent claims.

*Metcalf 09/617,156 filed July 17, 2000***Independent 'Method' Claim:**

Claim X. A method for expediting scheduled-customer visitations and ordered-deliverables transactions among a community or multiplicity of networked expedited service areas (ESAs) each associated with at least one venue, comprising the steps of:

- 1.) establishing a communications link between browser apparatus, ESA data storing and managing means, and a large-scale computer network;
- 2.) employing said browser apparatus for browsing and making online orders among representations of ESA deliverable(s), and selecting said ESA deliverable (s) from among one or more of the group consisting of products, goods, merchandise, services and activities;
- 3.) guaranteeing any ESA deliverable(s) when specified as 'available' and ordered online is available during scheduled-customer visitations to ESAs having the ESA deliverable(s);
- 4.) scheduling ESA-visitations of customers to one or more ESAs having said ordered ESA deliverable (s) in accordance at least one time-saving criterion, wherein said at least one time-saving criterion is selected from any one or more of the group consisting of:
  - scheduling an ESA visitation nearest to one or more other scheduled ESA visitations,
  - scheduling ESA visitation(s) requiring the least amount of customer time, scheduling ESA visitation(s) best accommodating customers' preferred visitation schedule(s), scheduling ESA visitation(s) at best-available ESA visitation times, scheduling ESA visitation(s) at off-peak times, scheduling ESA visitation(s) to ESAs which are staffed to accommodate a known flow-rate of scheduled customers, scheduling ESA visitations when availability of said deliverable(s) is guaranteed, scheduling ESA visitation(s) nearest to a scheduled vehicle stopping location, scheduling ESA visitation(s) which facilitate navigation of a customer to one or more scheduled ESA visitations by use of a transmitted itinerary, scheduling ESA visitation(s) which facilitate navigation of a customer to one or more scheduled ESA visitations by use of Global Positioning System (GPS) means, scheduling visitation(s) at ESAs equipped with electronic verification apparatus which automatically verify a scheduled ESA customer's identification and one or more transaction parameters pertaining to the customer's ordered deliverable(s), scheduling visitation(s) to ESA(s) having ordered deliverable(s) which have been pre-paid and thereby require no financial transaction procedure, scheduling ESA visitations which accommodate customer requested break(s) by automatically re-adjusting one or more post-break ESA visitations in a time-saving manner, and consolidating online ordering of a plurality of deliverables which can optionally be delivered to a location such as a home or a business into a single online invoice.
- 7.) transacting at least one ESA deliverable per each of said visitations of scheduled-customers, wherein said ESA deliverable(s) is selected from one or more of the group consisting of products, goods, merchandise, services and activities; and
- 8.) updating availability status of said ESA deliverable(s), and recording transaction data pertaining to each of said visitations of scheduled-customers via a communications link with said large-scale computer network to data-record storing and managing means.

Note: If needed, any one or more of the 'time-saving criteria' of the preceding Markush clause (last paragraph above) can alternatively be written into one or more dependent claims.